

Customer Service Report for EMIB



For the period: Saturday, March 01, 2008 12:00:00 AM to Monday, March 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Deactivate/Close	3	0	0	0	0	0	0	0	3	0	10
Edit Account	11	0	0	1	0	6	0	0	6	0	4
General Info	5	0	0	1	0	0	0	0	6	0	13
Register/Open	5	2	0	483	2	5	0	0	483	0	0
Workstation/Add	1	0	0	0	0	0	0	0	1	0	14
Application Support											
OS/NOS/FDCC	2	0	0	0	0	0	0	0	2	0	3
OS/NOS/Request	2	0	0	0	0	0	0	0	2	0	11
OS/NOS/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
ASR											
Unix	0	0	0	1	0	0	0	0	1	0	0
Windows	0	0	0	2	0	0	0	0	2	0	0
Back Office Support											
Active Directory	12	0	0	2	0	0	0	0	14	0	8
Backup/Restore	7	0	0	0	0	0	0	0	7	0	13
Configuration	1	0	0	1	0	1	0	0	1	0	3
Create DL	1	0	0	0	0	0	0	0	1	0	8
Create Server Service	0	0	0	1	0	0	0	0	1	0	5
File Hosting	1	0	0	0	0	0	0	0	1	0	9
Maintenance	1	0	0	0	0	0	0	0	1	0	5
Move PST	1	0	0	0	0	0	0	0	1	0	3
Permissions/Shares	15	0	0	1	0	1	0	0	15	0	10
Print Hosting	1	0	0	0	0	0	0	0	1	0	5
Reset Limits	23	0	0	3	0	0	0	0	26	0	14
Web Hosting	1	0	0	0	0	0	0	0	1	0	9
CIT Categories											
General Info	0	0	0	1	0	0	0	0	1	0	5

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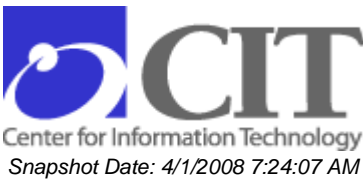
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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
KB/Support Page	1	0	0	0	0	0	0	0	1	0	0
Connectivity											
Proxy Server	1	0	0	0	0	0	0	0	1	0	10
TCP/IP	4	0	0	0	0	0	0	0	4	0	10
Email											
Exchange Email	2	0	0	0	0	0	0	0	2	0	10
General Info	10	0	0	0	0	5	0	0	5	0	7
MS Outlook	14	0	0	1	0	1	0	0	14	0	16
General Information											
Inquiry	3	0	0	0	0	0	0	0	3	0	11
Hardware											
Desktop/Troubleshoot	1	0	0	0	0	0	0	0	1	0	9
Scanners/Config/Setup	0	1	0	0	0	1	0	0	0	0	0
Servers/Config/Setup	0	5	0	0	0	3	0	0	2	0	0
Servers/Install/Build	0	17	0	0	0	16	0	0	1	0	0
Servers/Replacement	0	1	0	0	0	0	0	0	1	0	0
NIHnet											
Impairment-Access	1	0	0	0	0	0	0	0	1	0	26
Server Support-DNS	5	0	0	3	0	0	0	0	8	0	6
Server Support-Other	1	0	0	0	0	0	0	0	1	0	6
Service Prov-IP Address Admin	3	0	0	0	0	0	0	0	3	0	7
Web Site Issue (non-CIT)											
Inaccessible	4	0	0	0	0	0	0	0	4	0	14
Wireless Services											
BB/Configuration/Setu p	1	0	0	0	0	0	0	0	1	0	11
BB/Other	1	0	0	0	0	0	0	0	1	0	25
Windows CE/Request	1	0	0	0	0	0	0	0	1	0	9

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Grand Total:	147	26	0	501	2	40	0	0	632	0	2
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Total Tickets Closed:	632
Total Tickets Assigned/Pending/Checked Out:	42
Total Tickets Created:	674